

**CWS/CMS M&O PROJECT MANAGEMENT SUPPORT
OSI RFP #17700
BIDDER REQUESTS FOR CHANGES TO REQUIREMENTS
dated 9/5/07**

Item	Page # and Section	Requested Change	State's Response
1-1	Sections 6.8.2 and 6.8.3	<p>Concern: In order to provide a best value solution, supporting staff without a PMP certification can more affordably support tasks for non-project management activities. The recent CWS/CMS New System PMSS contract only required a PMP certification for the Senior Project Manager and Project Manager positions. There was no requirement for either of the two supporting staff positions to have this certification. The PMP requirements for this procurement are an increase to current requirements and to PMP requirements which were specified for the New System PMSS contract.</p> <p>Requested Change: <i>Request the staffing requirement to have PMS Staff certified as PMP be changed. This promotes consistency with the requirements for your very similar recent procurement for New System PMSS contract. The following changes are requested:</i></p> <ul style="list-style-type: none"> <i>a. Require the PMP only for staff performing specific project management SOW tasks, or</i> <i>b. Substitute a bachelor's degree and 10 years of PM/SVV experience for the PMP certification.</i> 	<p>No, the PMP certification requirement will not be changed.</p> <p>The PMP certification is an important requirement. It indicates the proposed staff's knowledge of project management principles. It also mitigates the potential risks associated with the contractor's ability to meet the tasks and deliverables in the Statement of Work (SOW).</p>
1-2	Section 9.2	<p>Concern: The Deputy Director for CWS/CMS has stated on multiple occasions that the project cannot afford consultant contract failures. RFP evaluations that focus heavily on costs without scoring of technical and staff qualifications may not promote the needed level of assured delivery and risk avoidance. Pass/fail staff qualifications in the current RFP promote bidding minimally</p>	<p>No, the evaluation criteria will not be changed.</p> <p>This acquisition is being conducted as a value-effective (best-value) procurement. It includes an evaluation of the Bidders'</p>

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		<p>compliant, least cost staff. Cancellation of problematic consulting contracts is a costly and time consuming endeavor for the State, risks loss of continuity, and may jeopardize completion of critical work.</p> <p>Requested Change: <i>Request the scoring method used to evaluate proposals be modified to more of a "best value" approach based on complexity of the project. The following changes are requested:</i></p> <ul style="list-style-type: none"> <i>a. Reduce the cost evaluation percentage from 50% to 40% and shift these points to numerical scoring of staff experience</i> <i>b. Numerically score staff experience (i.e., resumes) and use graduated evaluation criteria when scoring proposals to distinguish among staff qualifications</i> <i>c. Add an interview of the proposed PMS Project Team as a numerically scored evaluation.</i> 	<p>response to the administrative requirements, technical requirements, past performances, staff experience, technical approach to meet technical requirements, and cost. Finally, the evaluation is weighted 50% technical and 50% cost.</p>
1-3	Sections 6.8.2 and 6.8.3	<p>Concern: The SOW tasks described in the subject RFP require detailed knowledge and understanding of the specified KSAs. Many KSAs which were required for the current CWS/CMS PMS contract are not included in this procurement, but client expectations for the quality of service remain unchanged. Failure to provide these skills could jeopardize completion of key project deliverables.</p> <p>Requested Change: <i>Modify the Staffing Requirements to include knowledge, skills, and abilities (KSAs) required to perform the activities described</i></p>	<p>No, the staffing requirements in the Knowledge, Skills, and Abilities (KSAs) will not be changed.</p> <p>The staffing requirements are adequately addressed to ensure the contractor's staffing possess the necessary KSAs to satisfactorily complete the tasks and deliverables in the SOW.</p>

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		<p><i>in the Statement Of Work (SOW). These would include the following:</i></p> <ul style="list-style-type: none"> <i>a. Familiarity with</i> <ul style="list-style-type: none"> <i>1) Distributed client server architecture, including mainframe host systems and local application servers, wide and local area networks;</i> <i>2) Emerging information technology needs</i> <i>3) Federal and State government budget processes</i> <i>4) Statewide Automated Child Welfare Information Systems (SACWIS) or Health and Human Services systems</i> <i>b. Experience with</i> <ul style="list-style-type: none"> <i>1) Technology maintenance planning and budgeting</i> <i>2) Facilitating collaborative team projects</i> <i>3) Formal software systems engineering of large information systems</i> <i>4) Knowledge of applicable best practices and standards (e.g. IEEE, SEI, PMI, & SACWIS)</i> <i>5) Large scale mission critical, distributed computing systems</i> <i>6) Federal project planning documents (APDUs, IAPDs, PAPDs)</i> <i>7) County budget planning documents (APDs)</i> <i>8) Federal and State approval processes</i> 	

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1-4	Sections 6.8.2 and 6.8.3	<p>Concern The CWS/CMS is a very large, mission critical system that involves complex stakeholder relationships and needs consultants with the ability to support unanticipated tasks per the SOW. The project's ability to manage the CWS/CMS and to respond to unanticipated tasks is dependent on consultants that can manage subcontractors, that promote communication in a complex stakeholder environment, and that bring demonstrated processes and methodologies as key components of success.</p> <p>Requested Change: <i>In order to meet program needs, corporate qualifications should include the following qualifications:</i></p> <ul style="list-style-type: none"> <i>a. A proven process to replace staff with similar skills, if an employee leaves the project</i> <i>b. Experience in building and maintaining SACWIS systems</i> <i>c. Experience in CA State and County budget processes</i> <i>d. Experience in IT enterprise operations management</i> <i>e. Experience with Federal and State approval documents.</i> <i>f. Experience with large IT operations management including SLA's and management of large IT production operations</i> <i>g. Experience with technical refresh for desktop management</i> 	See the State's response to request #1-3.
1-5	Section 6.8.2	6.8.2.1 Eliminate the requirement for PMP – many experienced and effective project managers in our organization have not pursued PMP certification, and yet, they are well qualified	See the State's response to request #1-3

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		individuals to manage this project. A possible alternative to this requirement is to increase the number of years of full time experience in providing PM services to 7 years (vs. the 3 FTE years cited in 6.8.2.2)	
1-6	Section 6.8.2	6.8.2.3 Reduce the size/scope of previous project involvement – many experienced and effective project managers in our organization are well qualified to manage this project, and have been involved in complex projects. Yet, they have not been involved in a large scale software integration projects with a project cost of at least \$50 million, and at least 5000 users. Project budget and number of users may not be indicative of project complexity, particularly in the later stages of the project lifecycle. We suggest that that the project threshold for previous experience be reduced to \$10 million and 1000 users.	See the State's response to request #1-3
1-7	Section 6.8.3	6.8.3.1 Eliminate the requirement for PMP – many experienced and effective project support staff in our organization have not pursued PMP certification, and yet, they are well qualified individuals to support this project. A possible alternative to this requirement is to increase the number of years of full time experience in advising IT projects in the use, acceptance and implementation of commercial best practices and standards to 7 years (vs. the 4 FTE years cited in 6.8.3.2)	See the State's response to request #1-3
1-8	Section 6.8.3	6.8.3.5 Reduce the size/scope of previous project involvement – many experienced and effective project support staff members in our organization are well qualified to support this project, and have been involved in complex projects. Yet, they have not been involved in a large scale software integration projects with	See the State's response to request #1-3

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		a project cost of at least \$30 million, and at least 5000 users. Project budget and number of users may not be indicative of project complexity, particularly in the later stages of the project lifecycle. We suggest that that the project threshold for previous experience be reduced to \$10 million and 1000 users.	